

**Addendum Four to the
Electronic Government Service Level Agreement Between
Nebraska Interactive, LLC,
Nebraska Department of Labor,
and
Nebraska State Records Board**

This Addendum Four to the Electronic Government Service Level Agreement ("EGSLA") made by and among Nebraska Interactive, LLC (hereinafter referred to as Nebraska.gov), the Nebraska State Records Board (NSRB), and Nebraska Department of Labor sets forth certain services to be provided by Nebraska.gov (operated under the auspices and authority of the Nebraska State Records Board), prices to be charged for such Nebraska.gov services, and terms of payment for such Nebraska.gov services. The (Partner) has authority to assess and collect the fees described herein.

Project: Online Elevator Inspection Payments for Nebraska Department of Labor

Revenue Type: Instant Access

Implementation: 2016

Service	Department of Labor Fee	Nebraska.gov Portal Fee	NSRB Share
Online Elevator Inspection Payments Electronic Check	Full statutory/assessed fee charged by Partner	\$3.00 per invoice	10% of Nebraska.gov Portal Fee
Online Elevator Inspection Payments Credit Card	Full statutory/assessed fee charged by Partner	\$3.00 per invoice	10% of Nebraska.gov Portal Fee

Payment Processing: Nebraska.gov will provide electronic services for payment processing in accordance with Section 14 of the EGSLA through one of the following processors (check one):

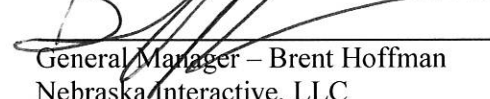
- ☒ State-Selected Processor
- ☐ Nebraska.gov-Selected Processor
- ☐ Not Applicable

At the request of the Department of Labor, Nebraska Interactive will invoice the Department of Labor for charges incurred for the processing of Payments.

[OPTIONAL PROVISION] **Swipe Hardware Provision:** Swipe Hardware will be serviced and maintained by Nebraska.gov in accordance with Section 14(b) of the EGSLA and provided as follows (check one):

- ☐ Nebraska.gov purchases XX swipe devices of make/model
- ☐ Partner purchases XX swipe devices of make/model
- ☒ Not applicable

Security: Nebraska.gov security provisions are found at nebraska.gov/securitypolicy.html

By: 
General Manager – Brent Hoffman
Nebraska Interactive, LLC

Date: 4/28/16

By: _____
Chairman – Secretary of State John Gale
Nebraska State Records Board

Date: _____

By:




John Albin

Director Nebraska Department of Labor

Date:

4/28/2016

By:



Director, Office of Safety – Christopher Cantrell

Nebraska Department of Labor

Date:

4/28/2016

Summary

Nebraska Department of Labor

Addendum Four

Project: Nebraska Department of Labor Online Elevator Inspection Payments

Current Process

Nebraska's Elevator Law, Sections 48-2501 through 48-2533, requires that all conveyances including freight and passenger elevators, escalators, moving walks, and material lifts in the state be inspected at least once every 12 months and have annual mechanical testing. Currently, this process is manual.

Project Overview/Proposal

Elevator Inspection Payments will now be available online. NDOL inspectors will be able to search for the invoice(s) to be paid, add them to a shopping cart to review and edit before proceeding to CommonCheckout to complete payment information. The individual or business will be charged the statutory fee and have the opportunity to pay online using credit card and electronic check (ACH).

Market Potential/Target Audience

In 2015, there were a total of 3,242 invoices for elevator inspections.

Information on what the fee presented is based upon

The Department of Labor requests a \$3 fee remaining consistent across all online services with Nebraska Interactive. This fee is for development and operation of the online service, payment of merchant fees and the usage of the Transaction Payment Engine. As background, Nebraska Interactive considered a \$10 portal fee in order to cover the costs of the project and merchant fees. This fee would be split \$3.00 to the user and \$7.00 to the department of Labor. However, consideration of a flat \$10 user fee would create a deficit for Nebraska Interactive based on several factors;

- The individual invoices will be variable because the online application will allow a user to pay multiple invoices.
- In 2015 the individual invoices ranged from \$140 up to \$5,670.
- Corporate merchant fees average 3% which means merchant fees range from \$4.20 to \$170.10 per transaction. Nebraska Interactive generally proposes 3% for credit cards and \$3.00 for eCheck in order to protect itself from loss. The Department of Labor does not want to put a 3% fee to its users and requests to pay the costs associated with the transaction.
- It is not mandatory to use this service online, the dollar cost average is not feasible given the wide range of fees.

- We know from existing services for the Department of Labor that 82% of payments will use a credit card as a preferred form of payment.
- We know at a flat \$10 fee any invoice over \$300 will result in a direct loss for Nebraska Interactive, of which there were 485 individual invoices. 67 of those invoices were over \$1000. The user will be able to pay multiple invoices and we expect the dollar amounts per transaction to be much higher than those of each individual invoice..

Anticipated volume of users of the application and what percentage of the total potential users is the anticipated volume

The anticipated volume is around 90% = 2,918 invoices.

Expected rate of return (in what time period)

2,918 invoices x \$3 = \$8,754 Gross Profit, \$875 NSRB share \$3,861 after operating expenses.

NI's investment in this application (any costs incurred)

Nebraska Interactive absorbs partial development upfront cost and investments integrating with a 3rd party vendor and implementing the CommonCheckout application.

NI's risk (in providing this service)

NI will be absorbing the upfront costs and risks of development to implement CommonCheckout. As with all applications that NI provides for the State of Nebraska, all costs related to hosting, hardware, licensing, security, etc. are assumed by NI. Every project involves internal costs of project management, development, testing and ongoing customer support that is not charged to the Department of Labor.